

CLINICAL EFFECTIVENESS

PATIENT SAFETY

PATIENT EXPERIENCE

## What we want to do

**Further improve patient outcomes**

**Make care safer**

**Listen to patient feedback to further improve experience**

## How we'll do it

- Screen all in-hospital deaths
- Increase the number of reviews of cases where patients have died
- Improve the monitoring, recording and prescription of fluid balance to promote continence in all patients

- Fewer omitted and delayed medicine doses
- Timely observation and escalation of deteriorating patients
- Screen all patients for high risk sepsis and give antibiotics within 1 hour if indicated
- Reduce patients' waiting times in ED
- Support our staff after an incident

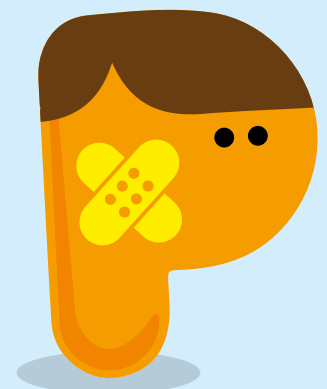
- Involve patients/relatives in all discussions about their care (incl end of life decisions and discharge plans).
- Treat all patients with kindness and consideration
- Ensure patients in ED receive timely and responsive care

## How we're measuring progress

- ≥98% adult deaths screened
- ≥90% of cases requiring review completed in line with policy
- Maintain SHMI at ≤100
- Launch new Fluid Balance Policy and audit to establish baseline and improvement goals

- Agree omitted doses reduction goal after baseline audit (quarter 1)
- Screen ≥90% of patients for high risk sepsis and give antibiotics within 1 hour of being flagged
- Integration of NEWS2 into practice
- Meeting our trajectory for improving 4-hour emergency access performance (90% by Sept)
- Roll out the peer support programme for staff

- ≥92% patients respond positively to real-time survey questions about each of the topic areas identified above



**Our Patients**

**Quality  
priorities  
18/19**

